

Figure 1

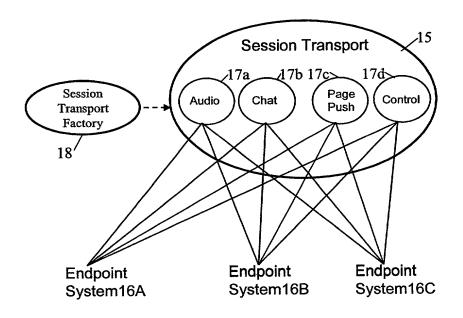
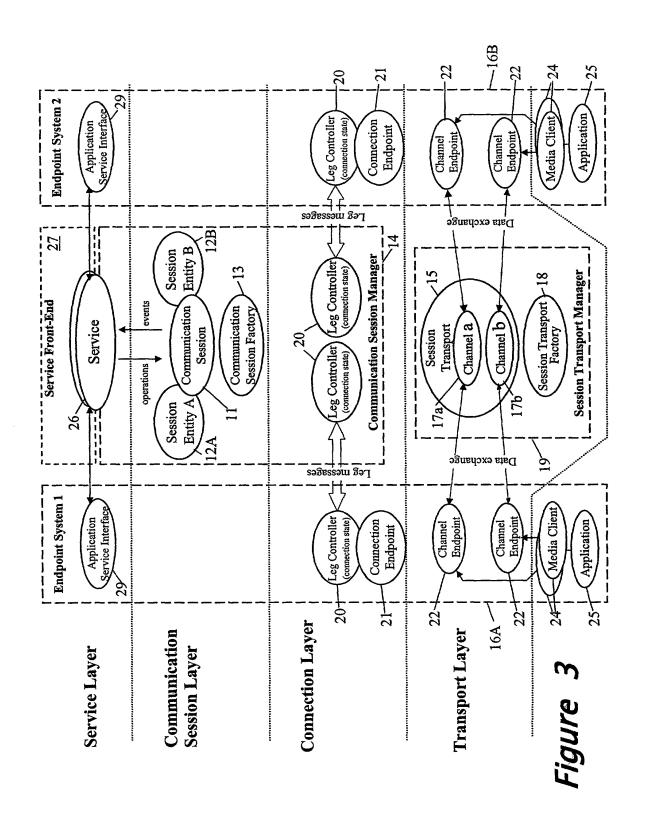


Figure 2



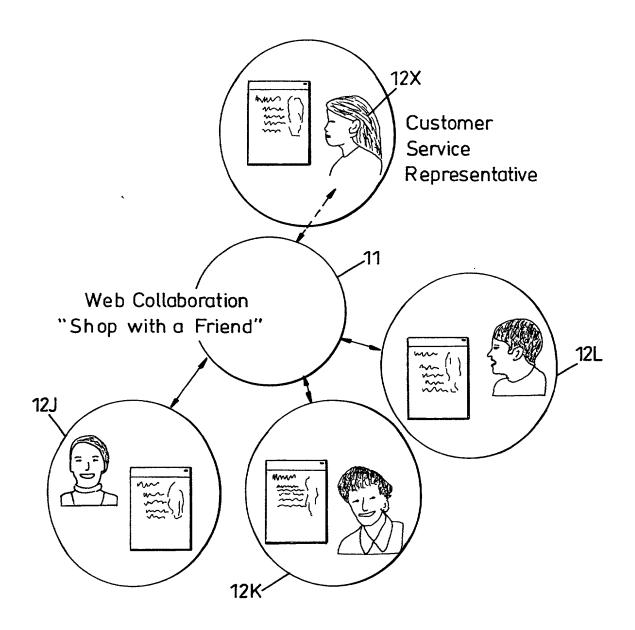


Fig. 4

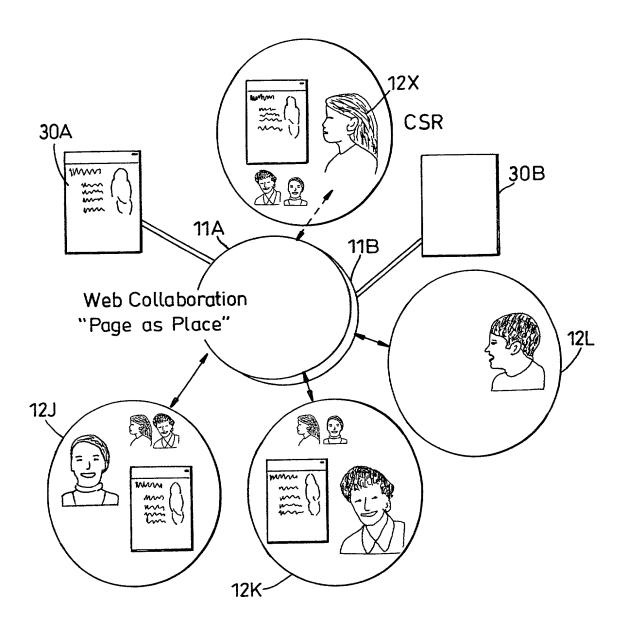


Fig. 5

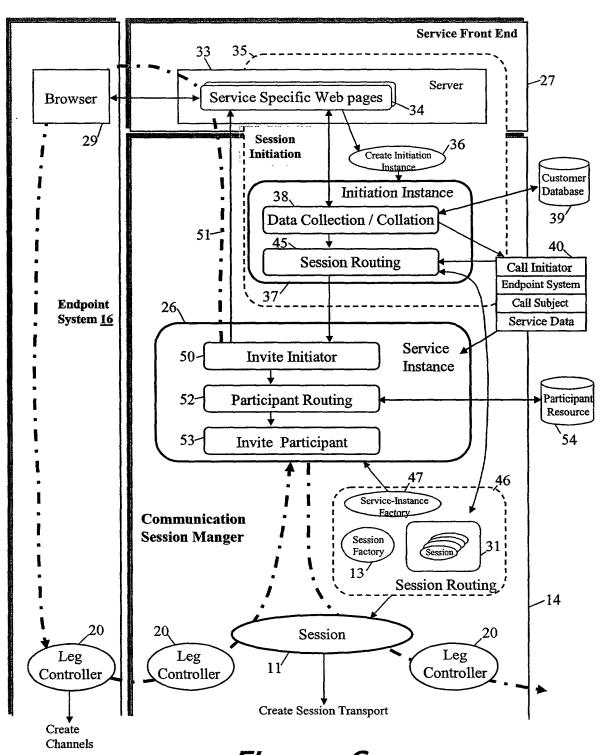


Figure 6

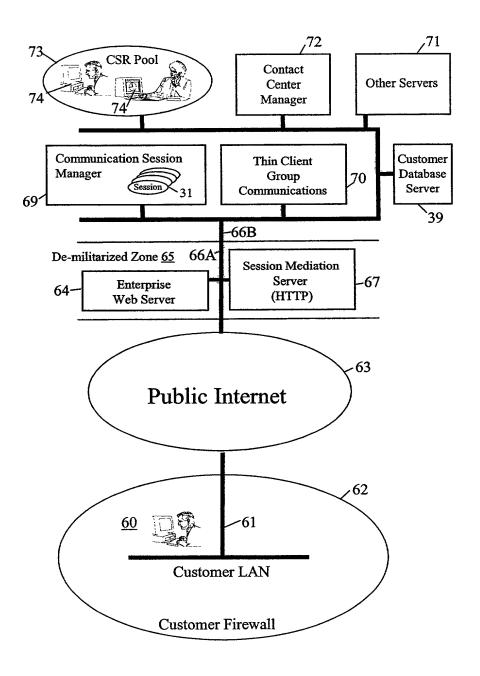
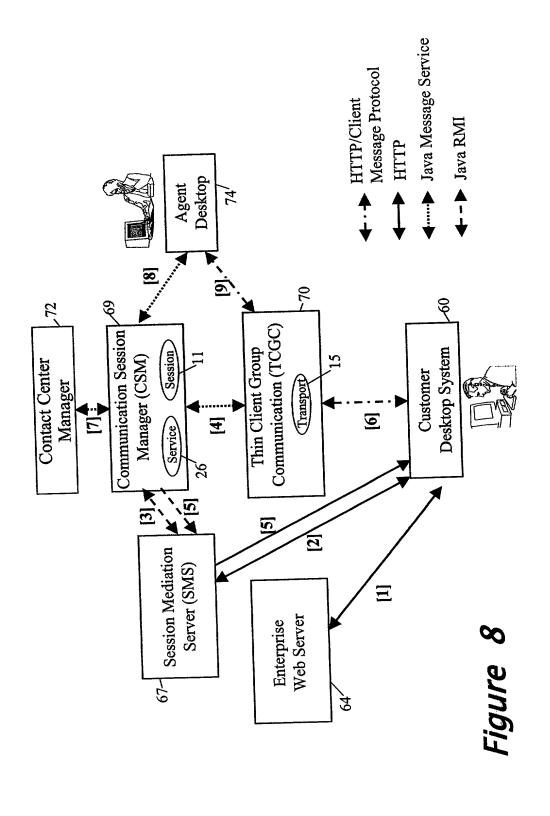
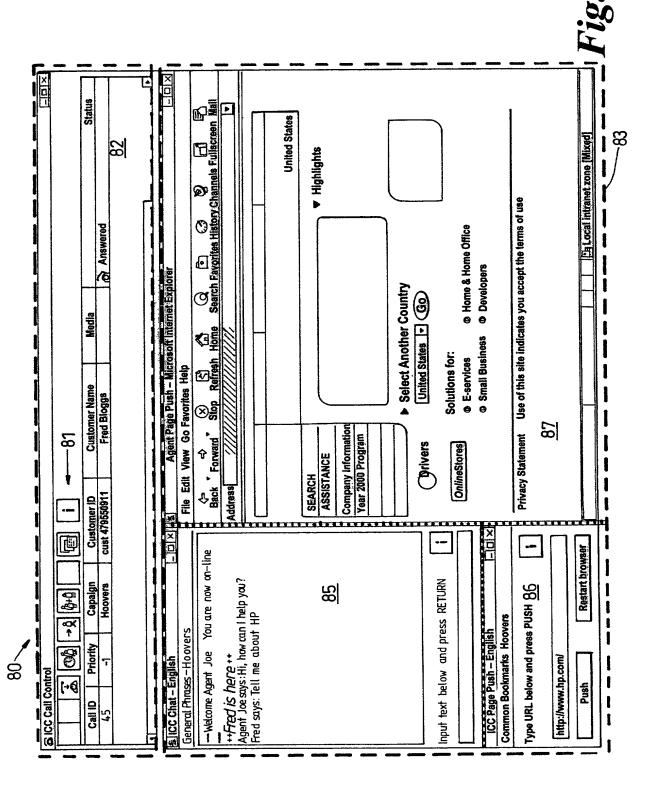


Figure 7





	ICC Chat	- X		
	No call selected		~85	
	Input text below and press RETURN	[i]	Fig.	10
96	ICC Chat – English -General Phrases Hoovers—97	I-IIX	- 95	
J O -	=Welcome Agent Joe! You are now on-line. = **Fred is here** Agent Joe says: Hi, how can I help you?		- 55	
	Input text below and press RETURN	i	-85 Fig.	11
98 ⁻	CC Page Push – English nmon Bookmarks Hoovers 99 pe URL below and press PUSH	i i		
	ttp:////help.html Push Restart br	rowser	Fio	10

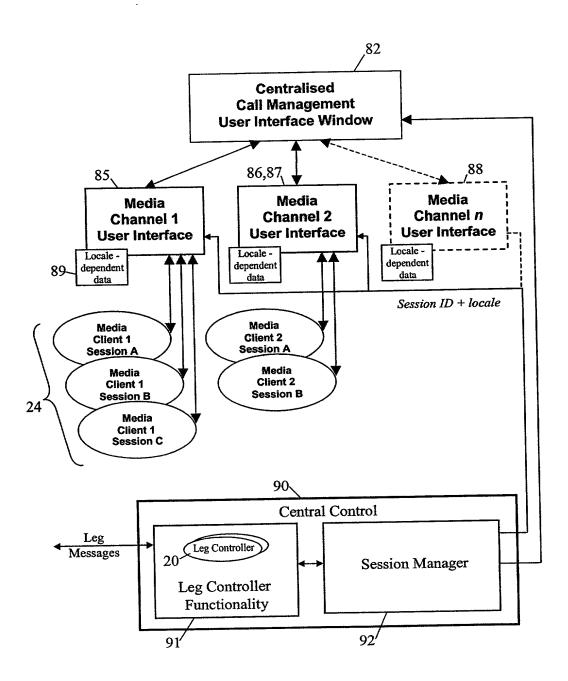


Figure 13

X D						
		Status	Normal call	<u>82</u>		
		Media				
		Customer ID Customer Name	Fred Bloggs			
		Customer ID	cust-479550911			
	i In	Campaign	Hoovers			
Control		Priority	-1			
™ ICC Call Control		Call ID	39		•	

Fig. 14

	爱ICC Ca	II Control						_DX
1		[a]	9 % -4	Å +Å	i			
i	Call ID	Priority	Campaign	Customer ID	Customer Name	Media	Status	
۱	41	-1	Hoovers	Cust-479550911	Fred Blogs	Cust-479550911	Answered	
							<u>82</u>	
1	4							
•								

Fig. 15

EICC Chat – English□×	
No session for selected call.	Fig. 16
Input text below and press RETURN i	85

ICC Ca	II Control						<u></u> [_
1		D§ - §	ĝ+ĝ	同 [i]		-81	
Call ID	Priority	Campaign	Customer ID	Customer Name	Media	Status	
43	-1	Hoovers	cust-1188498310	Cameron Diaz		Answered	
41	-1	Hoovers	cust-479550911	Fred Bloggs	-	Disconnected	
						82	

Fig. 17

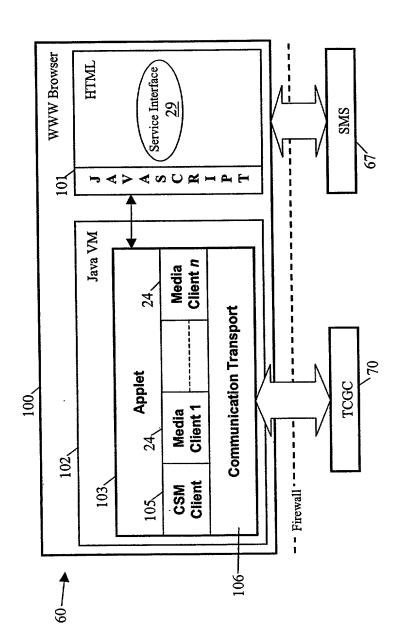
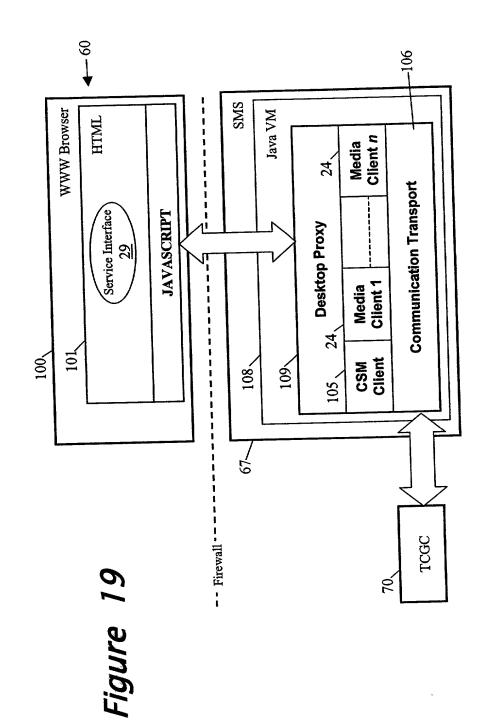
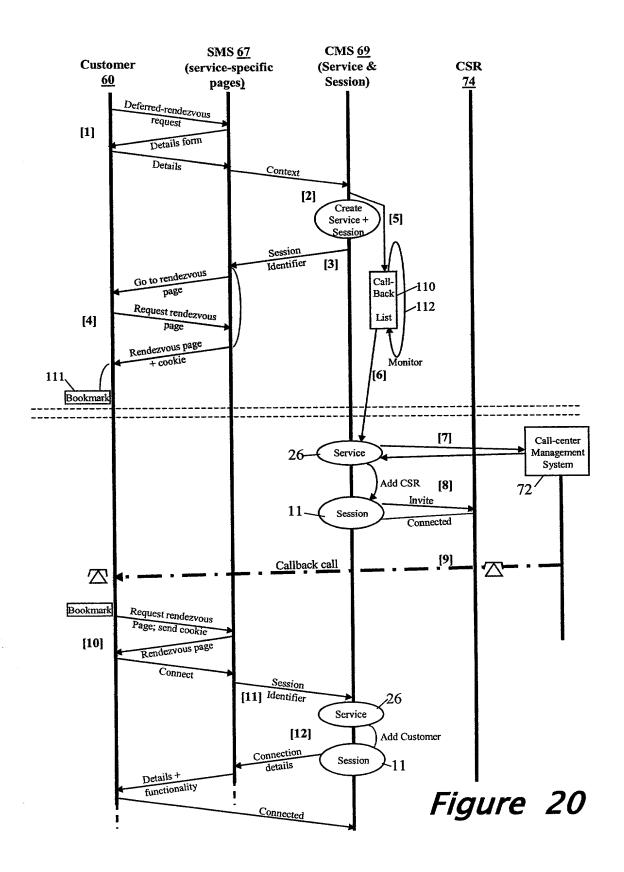
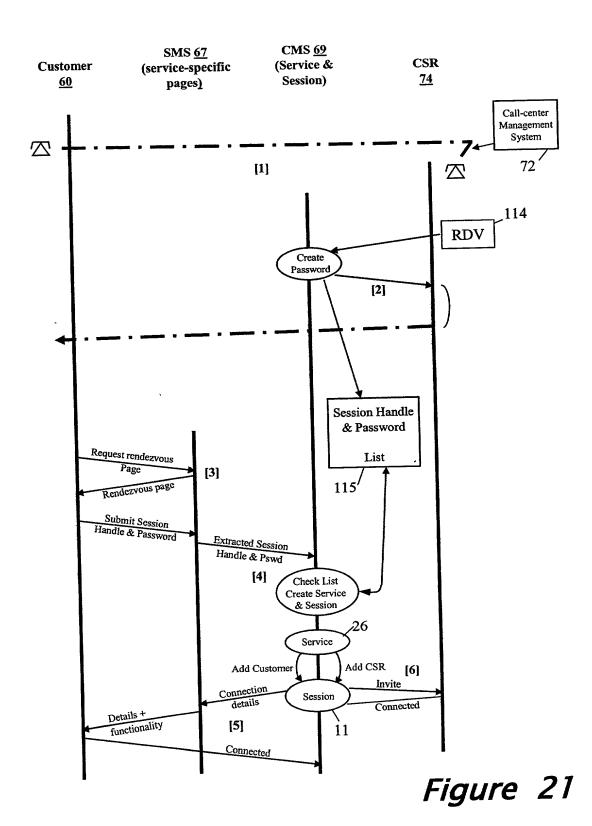
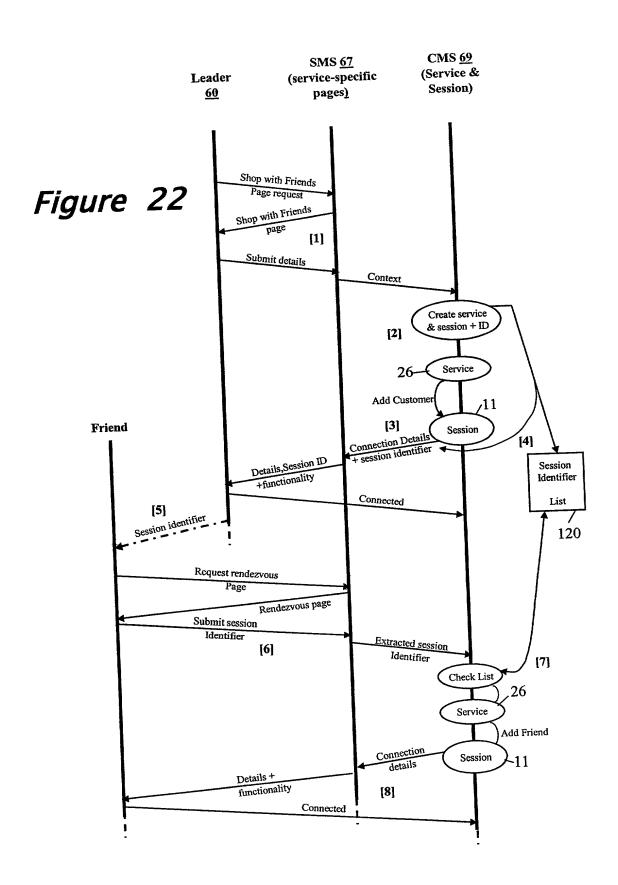


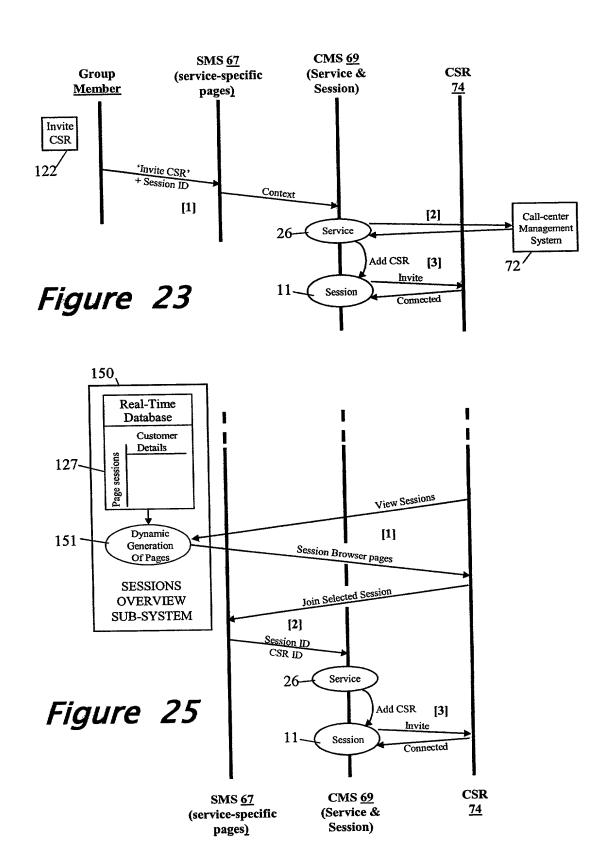
Figure 18











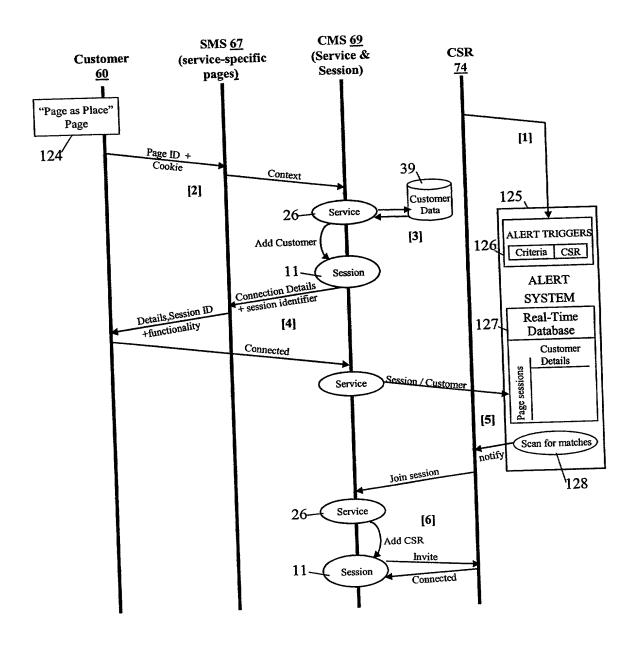


Figure 24

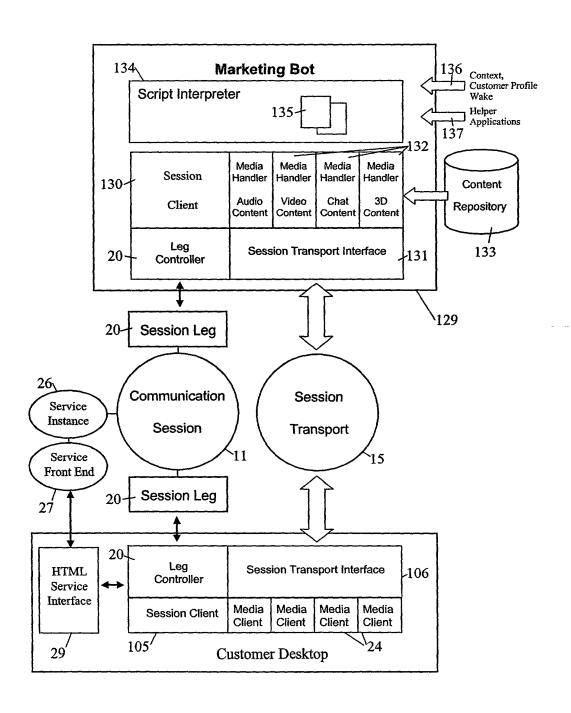


Figure 26

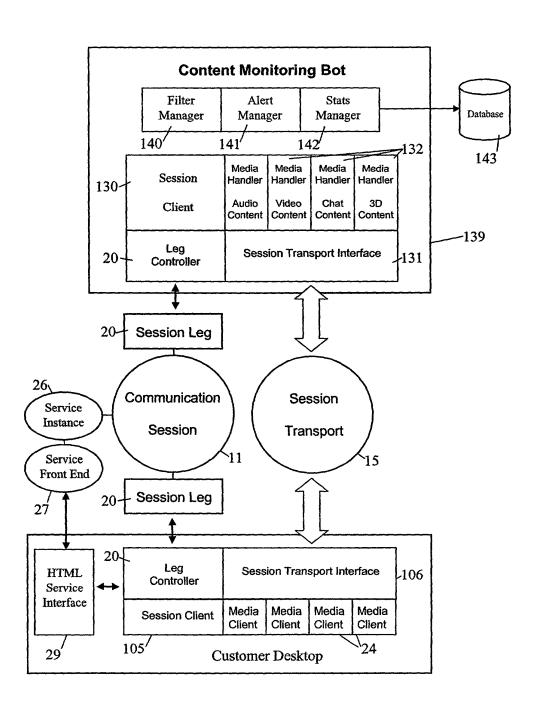


Figure 27